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Central Helpdesk Consolidation

Tuesday, 13 May 2008 13:30 (40 minutes)

The ORNL IT helpdesk operation and staff have been consolidated in a centralized group. During this time, we have installed a new helpdesk software application, incorporated ITIL framework elements, expanded service to 24x7 and implemented many new operating procedures and services. We will discuss the approach taken to the centralization effort, challenges, customer expectations, lessons learned and our future goals.

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